

EXTRA, EXTRA READ ALL ABOUT IT!



UNLIMITED Data, Talk & Text

with Int'l Calling to 50+ Countries

\$30

offers **2GB** of LTE Data

\$35

offers **3GB** of LTE Data

\$40

offers **6GB** of LTE Data

\$50

offers **8GB** of LTE Data

\$60

offers **10GB** of LTE Data



Network Updates!

As you may or may not know T-Mobile is currently undergoing a network upgrade from 3G to 4G. Customers without a 4G LTE capable device may only be able to connect to 2G or may experience dropped calls. As a result the following carriers may be affected by the network upgrade:

Simple Mobile, Ultra Mobile and Lyca Mobile (2G/3G devices will be removed from the frequency - all customers must upgrade).

At the same time customers are demanding faster data which is why h2o® Wireless operates on AT&T's network, which boasts superb coast-to-coast coverage and fast download speeds.

This dealer newsletter will keep you up to date with information while also providing useful tips along with minor reminders. We suggest visiting our newsletter occasionally for updates! As dealers it is important to know ahead of time of any changes that may be occurring in order to be prepared for any questions or concerns customers may have.



Why Use The h2o Portal?

Our h2o portal was created to make every day transactions as efficient as possible. You are able to recharge, activate new accounts, pin search, submit port in and even request brochures your store(s)! h2o portal will always be available! We have your back!

Simply click on the following link you will be redirected to our h2o portal site: <https://www.h2odealer.com/login.php>. Your login is your dealer code. Once on the site you will notice it is easy to navigate and keep track of every day transactions all on the same page.

Rate Plan Change Information

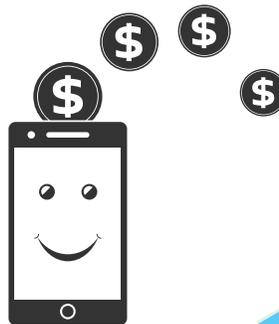
While customers are able to request rate plan changes at any point we strongly suggest waiting for or nearing the expiration date. The reason being if a rate plan change is done prior to the expiration date any balance remaining will be forfeited. Forcing customers to make multiple payments in a month which as we know can leave a negative impression.

Replenish Airtime

There may be periods when you are more occupied than others. For those instances customers may add balance by dialing:

English: Dial *111* Airtime PIN # SEND

Spanish: Dial *222* Airtime PIN # SEND



Doing so can save time for you and the customer!

Unable to Recharge for More Than 60 days

Recharges exceeding 60 days are not permitted. Our system is currently designed to accept a maximum of two pins.

International Access Number

Reaching our loved ones abroad is easier than ever with our international access. All of our unlimited plans provide access to call up to 50+ countries by simply dialing (011+ destination number or 1+ area code). In the event that a customer encounters any errors they may dial 213-808-6199 followed by the destination number. Our \$30 plan comes with \$10 credit while our \$40, \$50, and \$60 plan provide \$20 for international calls.

Customers on the Pay As You Go Plan can also enjoy our international access feature. They must dial 1-562-252-0100. Pay As You Go plans include free international texting to 50 countries. For more information regarding the 50 countries and calling rates please visit <https://www.h2owirelessnow.com/mainControl.php?page=planMin>. Bear in mind, calls are rounded up to the nearest whole minute and all plans are allowed to call up to 10 unique international telephone numbers.



Alternate Ways For Balance Notifications

For those times customers are wondering when their expiration date is they may dial:

English: Dial *7777# SEND

Customers are also able to contact us at **1-800-643-4926** or may dial 611 directly from the handset.

For any questions or concerns regarding, activations, number change, port in, recharges or international access you may contact our Inside sales team as they are one call away from properly assisting you. You may reach us Monday-Friday 9am-5:30pm ET:

Stefany Franco 201-585-3668

Charles Ventura 201-585-3666

Along with being available for general inquiries we also have several field agents that may visit a store near you!

Paola Fonseca: Southern California

Carlos Palmer: Central California

Gabriel Argudo: NJ

Kenny Jimenez: NYC



WhatsApp

If you have a WhatsApp account you are now able to receive announcements, tips and also able to reach us any time you require assistance. Simply message 201-913-5058 and you will receive a prompt respond Mon-Fri between 9am-5pm ET.



Verifying Customer Information Before A Port Is Initiated

In order to port in a number the users must first purchase a blank sim card and have an active number. Once the sim is acquired the account holder's information has to be 100% accurate. That includes the name on the account, account number, account password/pin, (Account number and pin will be provided by the current service provider) and billing address. Any information that is submitted incorrectly may cause an unwanted delay. In the event there is a delay you may contact us with the correct information where we can resubmit the port.